

FIG. 1

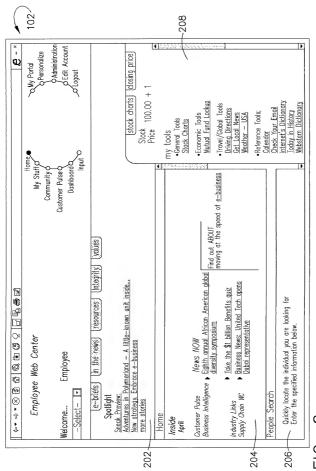


FIG. 2

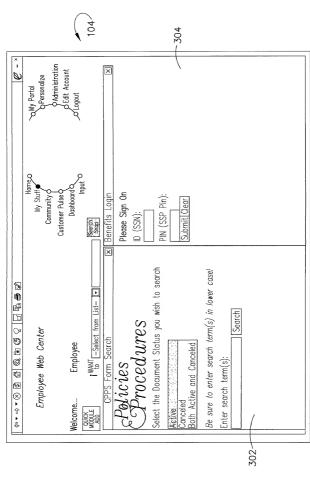
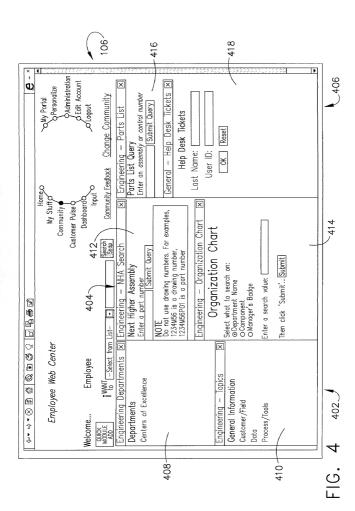


FIG. 3



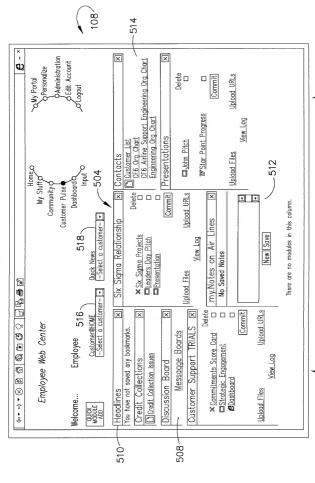


FIG. 5 502~

506

Address Into://portel	TOTAL CANCEL LANGUES TOTAL	4		-	-						(So Unks
Employee Web Center	b Center				8	My Stuff Community of Customer Pulse	Horr My Stuff of munity of r Pulse of	Home		A Portal Personalize Administra	ly Portal Personalize Administration Edit Account
Welcome QUICK MODULE ADD ADD	WANT Select from List—	from Lis	-te			Dosh Search	2	Input o		OLogout	
Customer Advocacy Dashboard	shboard			Delivery	≥+	Perfo	Performance		Value	Relation	Relationship
Delivery			Me	Measurement	ent	Span	l la		ŝ		
Metric		0wner	2000 Baseline	Status	2001 Target	2000 Status Z001 2000 Status Date	Status	Date	3 Month Trend	VE Act Forecast Plo	Action Plan
	Delivery		%06	%06	100%	2	4	5-Mar	5-Mar Improving	1	N/A //
b. Production	OPRS		1366	1088	589			2-April	2-April Improving	/N 880L	N/A
c. Production	<u>PQARs</u>		176		88			2-April			Plan
2 Production Records Delivery	ords Delivery		68	82%	100%	61	10	21-Mar	Flat	100% N/A	¥
3 Vendor Field Support	upport		100%	100%	100%			21-Mar	Flat	100% N/A	\<
4 a. Services 0/H Delivery	H Delivery	Sample	79%	79%	95%	30		14-Mar	Flat	95% Act	Action Plan
b. Services 0/H Quality	H Quality	Sample	Sample 89.7% 93.0% 95.1%	93.0%	95.1%			21-Mar	21-Mar Improving	95% N/A	_ <

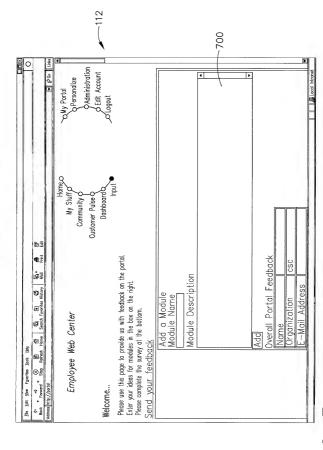
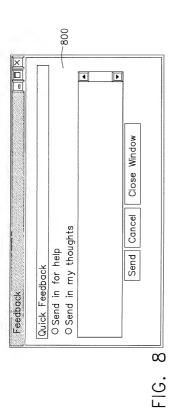


FIG. 7





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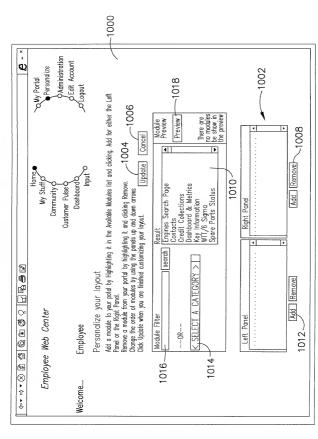


FIG. 10